



Regional Advisory Council Meeting

February 10, 2016

CESC





Agenda

1. Call meeting to order
2. Approve Minutes from Dec 8th meeting
3. Review Comp Plan's goals and initiatives and brainstorm to produce tasks
4. Prioritize tasks
5. Public Comment
6. Wrap-Up



Goal of Today's Meeting

Establish a list of prioritized tasks that support the goals and initiatives contained in the 9-1-1 Comprehensive Plan



Game Plan

- Review Plan's Goals and Initiatives
 - Do we have the same interpretation?
- Brainstorm to produce a list of tasks to support Plan's Goals and Initiatives
- Prioritize tasks
- ISP staff will document, report, and communicate progress on all initiatives
 - No need to establish a separate task for each Initiative



Goals, Initiatives and Tasks





Goal 1

- **FORMALIZE BASELINE LEVELS OF SERVICE AND CAPABILITIES THAT MEET PUBLIC EXPECTATIONS**
- **Interpretation:**
 - **Establish the minimum 9-1-1 services/capabilities that should be available in the commonwealth today**



Goal 1, Initiative A

- Identify, specify, and adopt a standard or set of standards for a baseline level of 9-1-1 service and capabilities
- **Interpretation:**
 - **Develop a master set of Standards to support 9-1-1 services infrastructure**



Recommended Tasks: 1A

- Identify minimum 9-1-1 services/capabilities
- Develop implementation plans for minimum 9-1-1 services/capabilities
 - Point to resources
 - Close gaps



Goal 2

- **INCREASE SITUATIONAL AWARENESS THROUGH ENHANCED INCIDENT INFORMATION SHARING**
- **Interpretation:**
 - Increase standardized data sharing through PSAP systems



Goal 2, Initiative A

- Implement statewide standards and best practices to enhance incident information sharing
- **Interpretation:**
 - **Set the standards to enable PSAPs to share data in a standardized format**



Recommended Tasks: 2A

- Create data sharing standards



Goal 2, Initiative B

- Identify and adopt a planning methodology that enhances technology implementation coordination throughout a project lifecycle and improves change management
- **Interpretation:**
 - **Promote and determine need for PSAP data sharing**



Recommended Tasks: 2B

- Create a standard way of assessing data sharing approaches



Goal 2, Initiative C

- Employ technology that allows for seamless automatic bi-directional communication of incidents information between PSAPs
- **Interpretation:**
 - **Deployment of PSAP data sharing projects**



Recommended Tasks: 2C

- Monitor industry and assess emerging technologies
- Champion emerging technology products



Goal 3

- **ALLOCATE FUNDING FOR FUTURE STATE AND REGIONAL PSAP INITIATIVES TO MAINTAIN AND IMPROVE SERVICE**
- **Interpretation:**
 - **Determine how we will pay for 9-1-1 now and in the future**



Goal 3, Initiative A

- Maintain stable and sustainable funding for the overall 9-1-1 system(s) in the Commonwealth
- **Interpretation:**
 - **Define and implement future funding models**



Recommended Tasks: 3A

- Develop statewide cost estimates for 9-1-1 minimum services/capabilities
- Create a holistic statewide 9-1-1 funding strategy



Goal 3, Initiative B

- Establish a strategy for funding the statewide deployment of NG9-1-1
- **Interpretation:**
 - **NG9-1-1 is interpreted here as NG9-1-1 transitional costs**



Recommended Tasks: 3B

- Create NG9-1-1 deployment and sustainment funding strategy that aligns with the statewide 9-1-1 funding strategy, taking into consideration potential technology such as text-to-9-1-1, implementation of an i3-capable Emergency Services Internet Protocol (IP) network (ESInet), regional NG9-1-1 pilots, and GIS database development



Goal 3, Initiative C

- Adopt statewide procurement guidelines
- **Interpretation:**
 - **Adopt a future procurement model for PSAP equipment and services**



Recommended Tasks: 3C

- Create statewide procurement and vendor qualifications



Goal 4

- **POSITION PSAPS TO BETTER RESPOND TO EMERGENCIES THROUGH PROFESSIONAL DEVELOPMENT OF 9-1-1 AND TECHNICAL PERSONNEL**
- **Interpretation:**
 - **Training standards**



Goal 4, Initiative A

- Identify PSAP and technical staffing needs
- **Interpretation:**
 - **Identify PSAP staffing needs**



Recommended Tasks: 4A

- Conduct staffing analyses



Goal 4, Initiative B

- Identify and adopt minimum criteria for training, certification and retention programs to support 9-1-1 professional and technical support personnel
- **Interpretation:**
 - **Identify and adopt training standards**



Recommended Tasks: 4B

- Create baseline PSAP and support staff engagement and development criteria



Goal 5

- **PROTECT THE LIABILITY AND SECURITY OF THE 9-1-1 SYSTEM**
- **Interpretation:**
 - **Disaster recovery and cyber security**



Goal 5, Initiative A

- Identify PSAP assets and communications infrastructure attributes
- **Interpretation:**
 - **Identify PSAP Critical infrastructure/Key Resources (CI/KR) before an incident occurs that impacts these assets**



Recommended Tasks: 5A

- Conduct a survey (or use another discovery means) to pull together attributes of PSAP CI/KR



Goal 5, Initiative B

- Support 9-1-1 center staff in formalizing Continuity of Operations (COOPs) for their respective PSAP
- **Interpretation:**
 - **Develop PSAP-level COOPs and Disaster Recovery (DR) plans**



Recommended Tasks: 5B

- Confirm that each PSAP has a formalized COOP that includes technology continuity management for disaster response, and recovery activities for PSAP assets and communications infrastructure



Goal 5, Initiative C

- Adopt a QA/QI and monitoring program to document and report the effectiveness of baseline level service and capabilities criteria
- **Interpretation:**
 - **This program would focus on services identified in Initiative 1A**



Recommended Tasks: 5C

- Create QA/QI guidelines



Goal 6

- **IMPROVE 9-1-1 SERVICE DELIVERY THROUGH ENHANCED COMMUNICATIONS WITHIN STAKEHOLDER COMMUNITY**
- **Interpretation:**
 - **Consistent outreach and communications**



Goal 6, Initiative A

- Develop a communications plan for internal and external stakeholders
- **Interpretation:**
 - **Policy and process on how communications will take place among stakeholders**



Recommended Tasks: 6A

- Create a 9-1-1 stakeholder communications plan



Goal 6, Initiative B

- Develop guidelines for an effective stakeholder education and outreach program, to include legislators
- **Interpretation:**
 - **Develop guidelines on an as needed basis for specific audiences**



Recommended Tasks: 6B

- Develop 9-1-1 public education guidelines



Goal 7

- **LEVERAGE GIS TECHNOLOGY AND DATA TO BETTER LOCATE CALLERS AND IMPROVE RESPONSE CAPABILITIES**
- **Interpretation:**
 - **Leverage GIS to better support Virginia's 9-1-1 ecosystem**



Goal 7, Initiative A

- Support coordination and collaboration of 9-1-1 between the PSC Coordinator and VGIN
- **Interpretation:**
 - **Support GIS and 9-1-1 coordination and collaboration at all levels of government**



Recommended Tasks: 7A

- What can we do to improve coordination and collaboration at the local level?
- What can we do to improve coordination and collaboration at the state level?



Goal 7, Initiative B

- Validate and improve GIS data quality and integration for public safety purposes
- **Interpretation:**
 - **What types of things can we do to validate and improve GIS data quality?**



Recommended Tasks: 7B

- Conduct GIS database review
- Develop user requirements for using GIS information in public safety software solutions



Prioritization of Tasks





Public Comment





Wrap-Up

